



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ALCOHOL & DRUG PROGRAM SPECIALIST I  
ALCOHOL & DRUG PROGRAM SPECIALIST II  
ALCOHOL & DRUG PROGRAM SPECIALIST III

Class No. 005196  
Class No. 005197  
Class No. 005198

■ CLASSIFICATION PURPOSE

To perform professional level administrative oversight and technical consultative expertise in regard to programs and services pertaining to alcohol, drug, or other addictions; to perform assessments and serve as a liaison between adult defendants and alcohol and drug contract providers, and to assist in facilitating the treatment or rehabilitation of clients or adult defendants; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Alcohol and Drug Program Specialist I – III is a specialized professional level class series allocated to the Alcohol and Drug Services Division of the Health and Human Services Agency (HHSA) and the Adult Field and Juvenile Field Services divisions of the Probation Department.

Alcohol and Drug Program Specialist I:

This is the entry level class for this series. Under close supervision, incumbents provide assistance to higher level Alcohol & Drug Program Specialists while learning Federal, State, County/local laws, ordinances, policies, procedures, and programs pertaining to alcohol and drug services. As experience and technical knowledge is gained, incumbents are typically assigned progressively more responsible work pertaining to administrative oversight and technical support over alcohol and drug programs.

Alcohol and Drug Program Specialist II:

This is the journey level class for this series. Under general supervision, incumbents either: (1) serve as program specialists or provide technical expertise over an assigned area(s) of alcohol and drug program(s); or (2) serve as a liaison between the Probation Department, Probation adult defendants, and contractor that provide addictions counseling services to defendants. Positions in this class assigned to HHSA – Alcohol and Drug Services typically report to an Alcohol and Drug Program Specialist III; positions assigned to the Probation Department typically report to a Senior or Supervising Probation Officer.

Alcohol and Drug Program Specialist III:

This is the first-line supervisory level class for this series. Under general direction, incumbents are responsible for serving as program managers over an assigned area(s) of alcohol and drug program(s) and supervising a unit or team of Alcohol and Drug Program Specialists. Positions in this class typically report to upper level managers in the classified or unclassified service.

■ FUNCTIONS

**The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Alcohol and Drug Program Specialist I - II

HHSA – Alcohol and Drug Services (ADS) Option

Essential Functions:

1. Provides direct assistance to an assigned program manager, or Alcohol and Drug Program Specialist III, by performing analytical and administrative work in support of alcohol, drug, and other programs and services provided by contractors.
2. Assists the Program Manager (Alcohol and Drug Program Specialist III) to perform quality assurance activities by conducting site visits and formal and informal reviews of programs carried out by contractors; determines if any corrective actions are required; and follows up or maintains communications channels with contractors in regard to quality assurance activities.

3. Serves as a communications link/liaison and a consultant to contract alcohol and drug agencies by providing technical advice and consultation to all levels of the provider's employees pertaining to the types of alcohol, drug, or other services provided to clients.
4. Provides information to Alcohol and Drug Services staff, HHSA staff, County employees from other departments, members of the public or the community, stakeholders, and other collaborating agencies.
5. Exchanges information with employees from HHSA, Purchasing, or other County departments; representatives of outside private agencies, representatives of outside agencies, and community members.
6. Plans and schedules monthly meetings with representatives of providers designed to elicit discussion on program issues; and provides input on the preparation of agendas for such meetings.
7. Coordinates contract monitoring activities with other County agencies, departments, or divisions such as ACS, Finance, County Counsel, Purchasing and Contracting, and HR Risk Management as needed.
8. Performs reference checks on potential providers, including any pending monitoring or performance problems
9. Represents Alcohol and Drug Services Division by participating in meetings, discussions, or field site visits with contract providers.
10. Serves on committees, task forces, or workgroups established to develop goals, tasks, and measurement outcomes for the Alcohol and Drug Services Division or to complete other objectives; and serves as liaison between Alcohol and Drug Services Division and other entities; and interfaces with cross-disciplinary teams.
11. Identifies and resolves problems pertaining to services provided by contractors; drafts responses to written complaints or concerns addressed by clients and meets with contractor staff to resolve such complaints or concerns; confers or discusses problems or other incidents with ADS administrative staff to obtain consultation or technical information; and responds to and resolves critical incident or risk management issues that may involve contract providers.
12. Prepares correspondence, reports, briefings, written summaries, supporting documentation for Requests for Proposals; or other documents; maintains records, files, and reports; and documents work activities.
13. Performs special assignments or projects as directed by HHSA supervisors or managers.
14. Keeps current with proposed, new, or revised Federal or State legislation and new protocols, trends, methodologies, clinical research/studies, or solutions pertaining to alcohol/drug/other addiction services; identifies and analyzes the potential impact of implementing such legislation and prepares written responses or recommendations including outcomes.
15. Tracks clients who arrive from outside counties to San Diego County service providers via referrals.
16. May conduct announced or unannounced site visits, field tests, or program reviews on a case-by-case basis or as assigned by supervisor by reviewing and analyzing performance data for unusual trends or patterns.
17. May serve as an acting program manager in the absence of the Alcohol and Drug Program Specialist III (program manager) by chairing or facilitating meetings, preparing response to unclassified management of the Alcohol and Drug Program Division or HHSA, or completing other assignments as required.
18. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### Alcohol and Drug Program Specialist I - II

##### Probation Option

1. Conducts assessments on adult defendants who receive court orders mandating entry into designated residential treatment programs.
2. Interacts with defendants to facilitate enrollment in drug treatment services and read, interpret, and explain instructions, laws, rules & regulations.
3. Arranges defendants to participate in orientation and drug testing activities; may conduct regular scheduled and random drug tests to determine if defendants are complying with court orders.
4. Participates on a team of Probation Officers to develop treatment plans for defendants and to develop plans to place defendants in designated treatment programs.

5. Participates in meetings and conducts site visits with representatives of contract providers to establish and maintain contacts, communicate Probation protocols, convey assessment findings, and provide input on appropriate treatment for defendants.
6. Provides expert consultation and advice to Probation Officers on difficult defendant cases pertaining to drug treatment; acts as an adjunct to the Probation Officers and provide expertise as it relates to the defendants' alcohol or drug problems and the best type of treatment that would be advisable.
7. Uses a personal computer to make entries and update the PCMS databases and electronic files.
8. Provides assistance to probation staff assigned to perform case management functions by maintaining case files, documenting incidents or behavior of defendants, tracking visits with clients & performing other support functions.
9. Testifies in court, prepares reports for use in the evaluation & prosecution of criminal cases, collects, compiles, provides for preservation analyzes factual information
10. Provides expertise in specialty areas of narcotics, addiction issues & behavior patterns, specifically as they are related to human behavior theory as related to criminal behavior.
11. Provides in-service educational training on drug/alcohol/other additions, treatment, recovery processes, and other relevant topics to Probation Officers.
12. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### Alcohol & Drug Program Specialist III – HHSA Alcohol and Drug Services Option

##### Essential Functions:

All the functions listed above under Alcohol and Drug Program Specialist II – HHSA Alcohol and Drug Services Option including:

1. Serves as a Contracting Officer Technical Representative and program manager for a group of assigned contractors that provide services pertaining to designated alcohol, drug, or other addiction program(s) or specialized area(s); provides administrative oversight over a portfolio consisting of several contracts and programs; and provides administrative and technical expertise in the areas of strategy, planning, and operations.
2. Directs, coordinates, supervises, trains, reviews, and evaluates the work of a unit or team of Alcohol and Drug Program Specialists and/or other staff; and develops systems designed to monitor work products and outcomes prepared by Alcohol and Drug Program Specialists and/or other staff.
3. Makes observations and provides input on the work performance of team members who report to other unit or section managers/supervisors within HHSA - Alcohol and Drug Services Division.
4. Reviews and approves claims for program and contract compliance issues submitted by contractors; reviews and approves adjustments to budgets and requests to amend contracts.
5. Identifies potential risks and mitigation in contracts, and interacts with employee of other County departments as needed; and identifies the need for adjustments to contracts or changes critical to successful outcomes.
6. Develops new programs or revises existing programs by preparing budgets, fiscal plans, draft contract provisions, program standards, work plans, outcome measures, and/or other materials.
7. Participates or represents Alcohol and Drug Services Division in the formulation or negotiation of new or revised contacts between the County and current or potential providers.
8. May represent the Director and upper level management of the Alcohol and Drug Services Division or HHSA during briefings, meetings, conferences, public events, media inquiries, or other activities.
9. Oversees and develops County-wide initiatives pertaining to alcohol, drug, or other addiction recovery services.

#### Alcohol & Drug Program Specialist III – Probation Option

##### Essential Functions:

1. Provides consultation to employees assigned to Juvenile and Adult Field Services Divisions of the Probation Department pertaining to Juvenile Drug Court, Parent Mentoring and Substance Abuse Program, and other programs pertaining to juveniles, adults, and substance abuse.
2. Serves as a Contract Officer Technical Representative over contractors that provide services pertaining to parenting education, mentoring, and treatment/counseling for juveniles who are experiencing substance abuse; may participate in the formulation and negotiation of new or revised contacts between the County and current or potential providers.

3. On behalf of the Probation Department, and in conjunction with HHSA – Alcohol and Drug Services, conducts needs assessments and communicates the results of such assessments to contracted providers responsible for treating adolescents.
4. Communicates policy, procedures, and expectations of the Probation Department pertaining to wards who receive alcohol/drug treatment.
5. Provides oversight over services provided by juvenile substance abuse programs for quality assurance purposes; and ensures that all participants in the Juvenile Drug Court program receive assessments from representatives of contracted agencies.
6. Coordinates work activities with juvenile recovery specialists who are located at the Probation Department and are contracted out by HHSA – Alcohol and Drug Services; interacts with juvenile recovery specialists to ensure that referrals to appropriate modalities of treatments are conducted; and coordinates treatment intervention activities with juvenile recovery specialists.
7. Participates in the Juvenile Drug Court screening process by participating in meetings with County employees and contractors, reviewing files and profiles of juvenile offenders, and making recommendations for the Juvenile Drug Court; ensures that all offenders assigned to the Juvenile Drug Court are referred to appropriate treatment programs based on the physical and mental characteristics of the offenders.
8. Provides consultation and technical information to the Juvenile Drug Court team pertaining to the field of substance abuse among juveniles including behaviors, trends, models, or new areas to research.
9. Serves as a representative for the Probation Department during meetings held by board of directors for contractor agencies (alcohol and drug treatment providers) in order to establish and maintain contacts and communications, obtain information, provide information, and convey performance expectations of the Probation Department to the representatives of these provider agencies; serves as a representative for Probation at meetings with community-based agencies.
10. Develops protocols for the juvenile field services programs to ensure compliance with reporting requirements.
11. Prepares informational reports, analytical reports, and business plans, and submits such reports to County and State regulatory agencies.
12. Prepares and delivers presentations to members of outside agencies, members of the local community, and members of the public.
13. Chairs, facilitates, and participates on inter and intra-agency committees, boards, and task forces relating to juvenile probation programs, the Juvenile Drug Court, or substance abuse issues, problems, legislation, grants, new/revised programs, community awareness, or other activities.
14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### ■ KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

The following apply to all classes:

- Addiction counseling competencies as applied to the professional treatment of substance use, gambling, or other kinds of addictions.
- Current alcohol and drug issues including the nature and magnitude of alcohol and drug problems.
- Strategies used to respond to alcohol and drug problems at the individual, family, and societal levels.
- Drug, alcohol, gambling, or other forms of addictions as they pertain human behavior theory, human behavior patterns, and criminal behavior.
- Models of addictions or other models related to alcohol and drug issues.
- National, state, local, public, and private resources in health and human services or behavioral health services that pertain to addictions.
- Concepts pertaining to program administration and care/service delivery as applied to behavioral health, public health, and mental health care.
- Principles of drug program planning, development, and implementation.
- Principles, methods, and techniques used to research, collect, compile, organize, tabulate, analyze and maintain data.
- Principles of planning, development, and implementation as they pertain to drug/alcohol addiction counseling or other related programs.
- Confidentiality or privacy laws, rules, and regulations pertaining to clients, customers, Probation defendants, or other persons.
- Rules, regulations, policies, and procedures of the assigned department.
- County customer service objectives and strategies.

Alcohol and Drug Program Specialist III – HHSA Alcohol and Drug Services Option (in addition to the above)

- Supervision and training principles, practices, and techniques.
- Principles and practices of budget planning and monitoring and fiscal management.
- Principles of contract administration, negotiation, and monitoring.
- The General Management System in principle and in practice.

Alcohol and Drug Program Specialist III – Probation Option

- Rules, regulations, standards, policies, procedures, and components of the Juvenile Drug Court including evidence-based practices.
- Methods and techniques pertaining to monitoring contacts, work performance, and quality assurance.

Skills and Abilities:

The following apply to all classes:

- Research, collect, compile, analyze, and develop logical conclusions and recommendations from complex sets of data and information.
- Exercise appropriate judgment when analyzing and projecting consequences of decisions and/or recommendations, including how decisions or recommendations may impact other County programs, divisions, departments, or how such decisions may impact other agencies, clients, or community members
- Exercise appropriate judgment when receiving and responding to questions and releasing information which may be confidential or sensitive in nature.
- Read, understand, interpret, apply, and explain complex documents such as laws, ordinances, legislation, regulations, requirements, policies, and procedures.
- Effectively organize and prioritize assignments, projects, and workload to meet deadlines that have strict timelines.
- Identify actual or potential problems or issues pertaining to alcohol and drug programs or services, address such problems, and develop or assist in developing effective resolutions.
- Communicate in written form, in a clear, concise, and effective manner, when preparing reports, summaries, correspondence, or pre-contract materials, or other documents.
- Communicate effectively verbally in a clear and concise manner when making presentations to groups, exchanging information with other persons, or interacting with individuals.
- Establish effective working relationships with management, employees, employee representatives, and members of the public representing diverse cultures and backgrounds.
- Effectively represent the County in meetings with State and County officials, members of community groups, and representatives of service providers.
- Use tact, diplomacy, and courtesy when interacting with co-workers, supervisors, management, contract providers, representatives from outside agencies, customers, and members of outlying communities or the public, especially in situations that may be sensitive or where decisions may result in negative reactions or outcomes.
- Treat County employees, representatives of outside agencies, and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Use personal computers, computer office software programs, and office equipment.

Alcohol and Drug Program Specialist I and II – HHSA Alcohol and Drug Services Option (Specific to this option)

- Make prudent and fiscally responsible decisions when developing budgets, reviewing claims, or providing consultation to contract providers.

Alcohol and Drug Program Specialist I and II – Probation Option (Specific to this option)

- Apply effective interviewing techniques in order to obtain complete & accurate information including new or continual criminal behaviors committed by Probation defendants.
- Identify basic medical and psychological indications of alcoholism/drug abuse and the signs and symptoms of the severity of alcohol or drug use.

Alcohol & Drug Program Specialist III – HHSA Alcohol and Drug Services Option (in addition to the above):

- Effectively supervise, train, review, and evaluate the work of employees.
- Plan, organize, direct, coordinate, and evaluate the activities of an assigned area/specialty/team of the County's alcohol and drug program.
- Serve as an effective leader over a team of Alcohol and Drug Program Specialists, Analysts, and/or other staff assigned to a designated team or specialty; or serve as a chair or facilitator over committees and task forces.
- Serve as a Contracting Officer Technical Representative when administering contracts and monitoring the work of contract providers.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

### Alcohol & Drug Program Specialist I:

1. An associate's degree from an accredited college or university in public administration, business administration, public health administration, health and human services, behavioral science, social science, life science, or a related field, AND, three (3) years of experience providing direct, indirect, or support services for alcohol and drug programs dealing with individual recovery or alcohol and drug problem reduction; OR
2. A bachelor's degree from an accredited college or university in public administration, business administration, public health administration, health and human services, behavioral science, social science, life science, or a related field, AND, one (1) year of experience providing direct, indirect, or support services for alcohol and drug programs dealing with individual recovery or alcohol and drug problem reduction; OR
3. A master's degree from an accredited college or university in public administration, business administration, public health administration, health and human services, behavioral science, social science, life science, or a related field.

NOTE – HHSA Option: Professional level experience in providing consultation or administering and monitoring contracts in the areas of alcohol, drug, or other addictions for a health and human services department or a public safety department within a governmental or public agency is desirable.

### Alcohol & Drug Program Specialist II:

1. One (1) year of experience as an Alcohol & Drug Program Specialist I with the County of San Diego, OR
2. A bachelor's degree from an accredited college or university in public administration, public health administration, education, business, a social, life, or behavioral science, or a related field, AND, two (2) years of experience providing direct, indirect, or support services for alcohol and drug programs dealing with individual recovery or alcohol and drug problem reduction; OR
3. A master's degree from an accredited college or university in public administration, public health administration, education, business, a social, life, or behavioral science, or a related field, AND, one (1) year of experience providing direct, indirect, or support services for alcohol and drug programs dealing with individual recovery or alcohol and drug problem reduction.

NOTE: HHSA Option: Professional level experience in providing consultation or administering and monitoring contracts in the areas of alcohol, drug, or other addictions for a health and human services department or a public safety department within a governmental or public agency is desirable.

### Alcohol & Drug Program Specialist III:

1. One (1) year of experience as an Alcohol & Drug Program Specialist II with the County of San Diego, OR
2. A bachelor's degree from an accredited college or university in public administration, public health administration, education, business, a social, life or behavioral science, or a related field, AND, three (3) years of experience providing direct, indirect, or support services for alcohol and drug programs dealing with individual recovery or alcohol and drug problem reduction; OR
3. A master's degree from an accredited college or university in public administration, public health administration, education, business, a social, life, or behavioral science, or a related field, AND, two (2) years of experience providing direct, indirect, or support services for alcohol and drug programs dealing with individual recovery or alcohol and drug problem reduction.

NOTE: Experience in supervising program specialists or other professional level employees responsible for providing consultation or administering and monitoring contracts in the areas of alcohol, drug, or other addictions for a health and human services department or a public safety department within a governmental or public agency is desirable.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Continuous upward and downward flexion of neck.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

### Certification/Registration

None required.

### Working Conditions

Work primarily takes place in an office environment although travel takes place on a frequent basis when attending meetings, conducting site visits, or performing other work activities off site. Travel may include attending meetings or conferences outside of the County. Work involves frequent use of office equipment and exposure to computer screens.

### Working Conditions - Probation Option (In addition to the above)

Work involves daily and frequent contact with Probation clients or probationers who may be agitated, upset, mentally ill, under the influence of drugs or alcohol, or who may be suffering from communicable or contagious diseases. Work may involve occasional exposure to biohazards.

### Background Investigation - HHSA Alcohol and Drug Services Option

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

### Background Investigation – Probation Option

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

### Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: November 16, 1990 (Class Nos. 005197 & 005198)**

**New: November 26, 1993 (Class No. 005196)**

**Retitled: November 26, 1993 (Class No. 005197/From: Alcohol and Drug Program Coordinator)**

**Retitled: November 26, 1993 (Class No. 005198/From: Alcohol and Drug Program Manager)**

**Revised: December 21, 2005**

**Revised: May 17, 2006 (Class No. 005198: ADPS III)**

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Alcohol & Drug Program Specialist I (Class No. 005196)

Alcohol & Drug Program Specialist II (Class No. 005197)

Alcohol & Drug Program Specialist III (Class No. 005198)

Union Code: PR

Union Code: PR

Union Code: MA

Variable Entry: Y

Variable Entry: Y

Variable Entry: Y